

DEPARTMENT OF SOCIAL SERVICES

44 P Street, Sacramento, CA 95814



November 7, 1979

ALL-COUNTY INFORMATION NOTICE I-133-79

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: Quality Control Procedural Changes

REFERENCE:

The purpose of this letter is to provide information about AFDC quality control policy and procedural changes.

Those thirty-five counties who have been required to perform quality control reviews of a state sample of cases will continue to do so with a monitoring sample to be completed by state staff.

The complexity of the county/state quality control monitoring process and the time constraints for reporting federal error rate data require closer adherence to the forty-five day case completion deadline. The time allowed for the thirty-five monitored counties to complete their monthly sample begins to run the date the sample list is mailed. State quality control staff are held to the same deadlines. Accordingly, the final date for submission of completed cases for the October 1979 - March 1980 sample period will be approximately May 1, 1980.

In order to provide more direct support to the monitored counties, primary responsibility for monitoring county case completion rates and case flow has been delegated to the quality control regional and district managers effective with the October 1979 sample cases. Completed October, and subsequent months, sample cases should be mailed directly to the appropriate quality control office as shown on the attachment. Quality Control Regional or District Managers will discuss with county QC staff those instances in which deadlines are not being met or other factors which disrupt the flow of cases. AFDC Program Operations Bureau staff will continue their close involvement in county QC-CA activities.


There is also a change in the process for responding to questions raised by any county on both AFDC or food stamp quality control policy or review procedures. Effective with the October 1979 sample cases, all such questions will be directed to the appropriate quality control regional or district

manager rather than to the Quality Control Bureau's Administrative Support Unit in Sacramento. A clear distinction must be made between quality control related questions and issues of program policy. Program policy questions will continue to be brought to the attention of your AFDC or Food Stamp Program Operations Bureau consultant.

All County Letter #78-19 describes the process for county appeals of state quality control error citations. This process remains in effect for all counties.

As in the past, the Quality Control Bureau will respond to requests for formal quality control training or informal briefings, as such needs are identified and expressed by the counties.

Sincerely,


PHILIP J. MANRIQUEZ
Deputy Director
Planning & Review Division

COASTAL REGION

Cosmo Riviello
One Hallidie Plaza,
Suite 406
San Francisco, CA 94102
(415) 557-0137

Del Norte
Humboldt
Marin
Mendocino
San Francisco

Oakland District Office

DSS Quality Control
3756 Grand Avenue
Oakland, CA 94610
(415) 464-1302

Alameda
Contra Costa
Lake
Napa
Solano
Sonoma

San Jose District Office

DSS Quality Control
330 West Hedding,
Suite 206
San Jose, CA 95110
(408) 277-1284

Monterey
San Benito
San Luis Obispo
San Mateo
Santa Clara
Santa Cruz

SOUTHERN REGION

Frank Walker
107 South Broadway,
Room 7123
Los Angeles, CA 90012
(213) 620-5976

Los Angeles
Santa Barbara
Ventura

INTERIOR REGION

Mel Picanco
744 P Street, M.S. 19-10
Sacramento, CA 95814
(916) 322-2164

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Fresno District Office

DSS Quality Control
2550 Mariposa, Room 3088
Fresno, CA 93721
(209) 488-5215

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Inyo
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Mariposa
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San Diego District Office

DSS Quality Control
2829 Juan Street, Room 197
P.O. Box 81104
San Diego, CA 92138

Imperial
Orange
San Diego

San Bernardino District Office

DSS Quality Control
303 West Third, Room 524
San Bernardino, CA 92401
(714) 383-4667

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